Special Interest:

- *Voice Mail Features*
- *Cellular Number Portability*
- *TSAC*

Next Edition:

- *Add, Moves and Changes*

TSD Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz   -6434
- **Calling Cards-**
Terry Munoz   -6434
- **Cellular Service/Equipment-**
Adams Lee   -4966
- **Customer Billing-**
Rachel Norton -5674
- **Repair-**
Telephone Service Center -7997
- **Telenews Comments or Suggestions**
Janice Smith   -5778
- **Telephone Adds/Moves/Changes**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170

Voice Mail Features
Visual Messenger

Visual Messenger provides a new way to access your voice mail. You can perform many of the functions that are available through the telephone user interface, as well as, some additional functions.

Visual Messenger gives users working on networked **PC's** visual access to voice and fax messaging. Users can view a summary of what is in their mailbox at a glance, and easily select and manage messages. You can also keep your messages for more than the standard 30 days by saving your message to your computer's local storage.

www.messenger

www.messenger allows **non-PC**, as well as PC users, the ability to access and manage their voice messages through their web browser.

With www.messenger, users can listen to, create, and reply to any voice message via their computer.   Although users can not create and send a fax, users can receive and forward faxes in their voice mailbox.

For a brochure or additional information on these voice mail features, contact Charlene Stovall at x6170.

Cellular Number Portability

Cellular users are now able to change service providers without changing their cellular phone number. Here are some things that you need to know before deciding to make that change;

- You will need to purchase new equipment.
- Depending on your current cellular provider, you may need to carry your old cell phone and your new cell phone until the service has been switched. This could take up to two weeks.
- Calling plans vary by service provider.
- Depending on what provider you choose, monthly service costs could increase or decrease.

If you would like more information on moving to a new provider, please call Adams Lee @4966.

Questions of the Month

Q: How do I receive a fax message in my voice mailbox?
A: To set up a personal fax number:
1. press 1 6 to select Custom Options
2. press 9 to select Fax Options
3. press 1 to select Personal Fax Number (Note 1)
4. enter the **4 digit** fax number and press # (Note 2)
Note 1: If a personal fax number is currently defined, the system states the number. Press * to erase or # to retain the current number.
Note 2: If you are entering an external fax number, dial 9 plus the telephone number.

Q: How do I remove a fax message from my voice mailbox?
A: To delete a fax message:
1. access your voice mailbox
2. press 5 at the "Ready" prompt to listen to a message
3. press 3 to delete (Once fax has been delivered).
4. hang up

Q: Who can I contact when I am having problems with fax messaging?
A: Contact the Telephone Service Center at tsc@lbl.gov or call x7997.

Nextel Users Will Have On-Line Cellular Usage Review Capabilities

In previous quarters, Nextel users were required to review hard copies of their cellular invoices and highlight personal calls.   With the October '03 through December '03 review, due out this month, Nextel users will be able to validate their cellular usage on-line.

What is TSAC?

TSAC serves as an advisory committee to the department head of the Computing Sciences' Networking and Telecommunications Department by providing input on voice telecommunication services in support of the Berkeley Laboratory. TSAC serves the Berkeley Laboratory by advising division members of current services available.

In particular, TSAC members:

- attend quarterly TSAC meetings.

- represent all Laboratory divisions; at least one representative from each division.

- represent the voice telecommunication requirements of their division.

- provide information on the level of customer satisfaction with the provided telephone services.

- serve as a liaison between their divisional management/key-users and Telephone Services.

- disseminate information within their own division regarding various options and technical issues.

- assist the Telephone Services staff to develop an understanding of the needs and concerns of the Divisions.

Training

The Telephone Service Center offers **free** training to any Laboratory employee who needs assistance with using telephone features, navigating voice mail, or placing requests for changes in service. To take advantage of this training, send email to tsc@lbl.gov or call ext. 7997.

Who are the TSAC Members?

| Committee Member	Division/Organization
Jeremy Coyne (Chairperson)	ALS
Martin Dooly	Computing Sciences
Learr English	MSD
Alyce Herrera	Directorate
Renee Jewell	Financial Services
Naomi Kinyanjui	General Sciences
Tony Linard	LSD
Teresa Lynem	CSD
Dwayne Ramsey	Computing Sciences
Dolores Sanchez	EH&S
Arabella Schmidt	Human Resources
Brian Smith	EETD
Jane Tanamachi	Physical Biosciences
Sarah Wenning	Genomics
Carol Bruzzone	Genomics
Weyland Wong	Engineering
Melanie Woods	Facilities

If you would like a topic added to the TSAC quarterly agenda, please contact your division/organization's representative, or the TSAC chairperson, Jeremy Coyne.

Do You Know?

Q: When isn't a toll-free (800 or 888) call free?
A: When the call is placed on a cellular phone. There is no charge for long distance, but you will be charged for airtime. Whenever possible please use a landline to place the toll-free call.
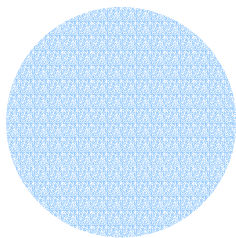
For more information, Visit TSC's home page at **http://tscweb.lbl.gov/**